



METROPOLITAN
TRANSPORTATION
COMMISSION

Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
TEL 510.817.5700
TTY/TDD 510.817.5769
FAX 510.817.5848
EMAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

Agenda Item 2a

Amy Rein Worth, Chair
Cities of Contra Costa County

Dave Cortese, Vice Chair
Santa Clara County

Alicia C. Aguirre
Cities of San Mateo County

Tom Azumbrado
U.S. Department of Housing
and Urban Development

Tom Bates
Cities of Alameda County

David Campos
City and County of San Francisco

Bill Dodd
Napa County and Cities

Dorene M. Giacomini
U.S. Department of Transportation

Federal D. Glover
Contra Costa County

Scott Haggerty
Alameda County

Anne W. Halsted
San Francisco Bay Conservation
and Development Commission

Steve Kinsey
Marin County and Cities

Sam Liccardo
San Jose Mayor's Appointee

Mark Luce
Association of Bay Area Governments

Jake Mackenzie
Sonoma County and Cities

Joe Pirzynski
Cities of Santa Clara County

Jean Quan
Oakland Mayor's Appointee

Bijan Sartipi
State Business, Transportation
and Housing Agency

James P. Sperring
Solano County and Cities

Adrienne J. Tissier
San Mateo County

Scott Wiener
San Francisco Mayor's Appointee

Steve Heminger
Executive Director

Ann Flemer
Deputy Executive Director, Policy

Andrew B. Premier
Deputy Executive Director, Operations

OPERATIONS COMMITTEE
MINUTES
FRIDAY, JULY 12, 2013

ATTENDANCE

Chair Mackenzie convened the meeting at 9:15 a.m. Committee members present were: Vice-Chair Kinsey and Commissioners Aguirre, Azumbrado, Halstead, Liccardo, Luce, and Sperring. Commission Vice-Chair Cortese was present as an ex-officio voting member. Also present as an ad hoc non-voting member was Commissioner Bates.

CONSENT CALENDAR

Upon motion of Commissioner Sperring and second by Commissioner Aguirre, the Committee unanimously approved the consent calendar:

- Minutes of June 14, 2013;
- Contract Amendment – Freeway Service Patrol System Integrator: ICx Transportation Group Inc. (\$810,000);
- Contracts – On Call Transportation Engineering and Planning Services: As listed below (\$1,640,000): Fehr & Peers (\$680,000); Kimley-Horn and Associates (\$570,000); Kittleson and Associates (\$390,000);
- Contract Amendment – On-Call Construction Management Services: Ramp Metering and Traffic Operations System (TOS) Equipment Repair: Harris & Associates, Inc. (\$120,000);
- Program for Arterial System Synchronization:
 - (i) FY 2013-13 Cycle of Projects
 - (ii) Contracts – Pass Technical Consultant Support: Advantec Consulting Engineers (\$240,000); DKS Associates (\$200,000); Iteris, Inc. (\$440,000); Kimley-Horn and Associates, Inc. (\$480,000); TJKM Transportation Consultants (\$400,000);
- Clipper® Contract Actions:
 - (i) Contract Change Order – Integration of BART Extension Stations: Cubic Transportation Systems, Inc. (\$475,000);
 - (ii) Contract – Electronic Payment Implementation and Operations On-Call Consultants: Auriga Corporation (\$150,000).

FasTrak® Customer Service Center Impacts from All-Electronic Tolling (AET)

Ms. Beth Zelinski, MTC staff, presented an update on the FasTrak Customer Service Center (CSC) operations, and the impact from the AET program. She noted that telephone performance continues to be poor, with a wait time of 8 minutes on average, due to customer unfamiliarity with the AET and to operational errors which were made at the CSC. To address these issues during the past month, the CSC has made AET payment options on the web more prominent, added processing staff during the night shift, added system capacity, and rescheduled processing jobs to off peak hours, in order to stabilize the system. Staff anticipates phone coverage to improve once additional staff is hired and trained. Ms. Zelinski introduced Mr. Rich Bastan, Group President of Xerox State and Local Solutions, Inc., the CSC Contractor.

Commissioner Aguirre asked why the average talk time had increased. Mr. Bastan responded that since the AET is new to some customers, it takes more time to explain the new program and resolve their issues.

Commissioner Sperring asked if there will be any activity to restore the public's confidence in the program. Ms. Carol Kuester, Director of Electronic Payments, reported that staff will develop a marketing plan for that purpose; however, the first priority is to restore the program performance. Once it is restored, new hours will be advertised, as well as informing the public that standards have improved.

Commissioner Luce asked about the difference in service between May and June. Mr. Bastan responded that the problems were actually due to an unanticipated absentee staffing level. He noted that Xerox is building a buffer of staff to make sure that even if there is a high absentee rate, there is still a cushion to keep the wait time down.

In response to the questions from Committee members, Chair Mackenzie requested a full status report in September of the CSC. He noted that a report of the marketing plan would follow the CSC report.

Public Comment/Other Business/Next Meeting/Adjournment

Mr. Clarence Fischer expressed his concerns regarding the recent BART strike, and asked that MTC be prepared to assist the public if another strike happens.

There being no further business, Commissioner Mackenzie adjourned the meeting at 9:30 a.m. The next meeting of the Operations Committee is scheduled for Friday, September 13, 2013.